

Minute of Newark Faculty Council
March 25, 2019

Attendance:

Haesun Kim
Jiahuan Lu
Joseph Market
Jane Gilman
April Benasich
John R. Kettle
Beryl Satter
Fran Bartkowski
Miklos Vasarhelyi
Brandon Paradise

Sherri-Ann Butterfield
Nancy Cantor
John Gunkel
Jerome D. Williams

April Benasich:
Minutes of Feb. 4th, 2019 were approved.

Nancy Cantor:

Presented an update on initiatives. Research Week is coming in April. April 17th is the naming of the Frederick Douglass field (he spoke at location of current field at University and Warren; it's the only known site of underground railroad in Newark). Douglass's descendants coming to speak. Noelle Lorraine Williams and Jack Tchen are creating the monument; faculty should try to come. April 24th and April 25th, the Tanner Lectures on Human Values. Ours is called "Flowing: Human Migration and Human Values." Usually only Ivies host this lecture, plus Oxford and Cambridge in the UK. The lectures are often published. Salamisha Tillett, John Keene, Melissa Cooper, Marsha Brown and Sherri-Ann Butterfield have worked to put on the program. Isabel Wilkerson is doing the actual Tanner lecture.

International Film Forum was held at Express Newark. We've been getting lots of attention for HLLC. There's also been press on our work facilitating social mobility. Mellon Foundation has given us a big grant on this topic.

Jerome Williams

President's Office said they'd provide funding for diversifying faculty. It only lasted three years and it's over now. However, we haven't stopped such hiring. Deans etc. need to keep this up. We've had a lot of success lately. P3 Collaboratory came to talk to the deans about this. There's a report on how to do such hires that will help keep the momentum going. It enriches the intellectual as well as social justice life of the university. Ex: field of business; they used to

always require a white “control group.” Now we just study whoever we want, with no such race-based justifications required. P3 Collaboratory will help search committees pursue this.

Flash Courses over Spring Break; they came out of a Town Hall meeting, when students approached and asked how they are benefited by diversity of the school. Now, there’s demand to repeat the flash courses (perhaps over summer or winter break). These can be one-week courses focusing on who we are as an institution. Students were committed. They gave up spring break to come to class every day.

Q: Target of opportunity program is no longer in place university wide. But if a particular department has someone in mind, should we approach the dean?

A: Yes. We should keep it up.

Benasich:

Old Business:

Re: proposal to change to University Senate by-laws. See Sanjib Bhuyan’s proposal (he is current chair of NBFC): we can’t be dependent on our personal good relationships with specific chancellors. Therefore, he’s urging us all to sign on. Reasoning is that the Faculty Councils want to be officially recognized. Emeritus professor noted that it’s not about the chancellors, but about getting faculty councils recognized – especially in this era of the corporate university. This does not put Faculty Councils under the control of the University Senate. Instead, it clarifies and formalizes the role of the Faculty Council.

We voted. The proposal to change the University Senate by laws passes unanimously.

Re: question of ROC system. Suggestion that we review issue of access to all tenured faculty. Benasich met with director of human resources. ROCS is “Recruitment, Onboarding and Classification System.” This was a decision made by Board of Governors. It’s very hard to change how it is set up. Still, it might not need to be changed. It could be possible to work with it. One could have chair of search committee filter all files from a given search; they can be exported into an excel file so everyone in the department can review the files. The pattern of filtering can be examined. See who is excluded and why. Vivian Hernandez says we can look at this issue. Part of the problem is that we have a large organization now, post-merger with UMDNJ.

Q: ROCS is heavy; it’s one more huge bureaucracy to navigate.

Cantor: There are a lot of regulations we have to deal with. Better we know up front how it’s going then to have problems later. ROCS is used throughout the country. Blackboard as an alternative is not secure.

Benasich:

We had the specific issue of which tenured faculty have access to ROCS. That's what we dealt with this meeting. We can discuss more at our next meeting (when we don't have guests).

Q: Apparently there is a new regulation that all applications must be read, even if application is from a field the department doesn't want or need. Is this true?

Cantor:

This is possible, since it could be a way to address problem of hiring faculty not being diverse enough.

New Business

Benasich:

Re: election of our senator at large. We need nominations and self-nominations before next meeting (April 4th). We should ask people in our department about this. It's once a month on Fridays – we need representation there. There are also sub-committees. It will help us have a strong voice from Newark. Person does not have to be a tenured faculty person. It can be non-tenure track, but must be full time. It's a great thing for young faculty to have on their cv when they come up for tenure. Can ask Joe Kettle for info on it (he's on the University Senate).

Bil Leipold, on "One Stop" (with four associates).

What is One Stop?

Financial Aid, Registrar, etc. are now together on one floor in Blumenthal. But they didn't do cross-training of staff. Now, we will get it to be one-stop. Goal is to help students get through the process. The hope is that they can do it all online. In fact, that won't work. We do want virtual processes to continue, but there must be in-person contact as well. The new approach is more "case management" than "one answer and we send you away." It's more student-centered. Let students tell us where the pitfalls are.

Consider that most are first-generation, and many don't have English at home. Our job is to untangle the confusion and speak to their larger support network. Also need parental support. How do we follow up also?

June 1, 2016; we launched a virtual one-stop. We collapsed dozens of websites into one website, Myrun. Now easier to make appointments online. We're updating the third floor of Blumenthal. Now you can sit and charge your laptop while you are waiting. We've developed metrics. We're trying to become a national benchmark on this.

We looked at other one-stops at other universities. U of Minnesota and Georgia State University are our biggest influences. U of Tennessee; Ohio State; Florida International U; Many are fully functioning. We brought I n someone from RU's Center for Organized Developmental Leadership. We were influenced by FIU's mission statement. Next, Mission, and then Values (by later in 2019). We have students at the table; they are helping the staff figure out how to communicate. We want to meet the students where they are at. We want to follow examples

of online banking/ Panera/ etc. Also, Instagram, etc; how the technology that they are used to works. We also look at what we don't want to replicate (Department of Motor Vehicles, etc.).

We want to ensure that parents and students can access the same information. We need to move away from Rutgers-Speak.

Myrun.newark.rutgers.edu is the website. We're redoing the website to make it clearer.

We have a phone contact center (run by Ann Barr). We make sure to assist everyone. We respond to voicemails, phones, online chats, texts. It's in the middle of the third floor, so if students need to see someone also, it's easy.

It's important to have faculty members familiarize themselves with myrun.newark.rutgers.edu. **1766 ext 1** is the number of the call center. We should call them if we are advising a student and don't know an answer.

We have a career ladder within myrun. We have 27 myrun workers, including federal work-study students. So, it's possible to get managerial/ supervisory experience for those with more time at the job (2 semesters of experience). We help them with public speaking also (at Rutgers Day, Open House, etc). They get trained each semester, in customer service, etc. We don't say "no" to people on the phone; we connect them to resource they need.

New System-Wide Plans for Fall '18-2019:

-RU Here: new confirmation of attendance; uncouples term bill payment and confirmation of attendance. Students self-report if they are attending or not (?). Dashboard has schedule, financial aid, etc. for the students – it lets students know if they are on track. Plus we can communicate with them through Dashboard. We're working on a new screen now.

-We are collaborating with Run For Success. We help students rectify problems so they can graduate.

-We are going to an Apple Store approach (a concierge welcomes them and directs them). We have express lines; mail boxes where students can drop off what they need; new name tags; service surveys after student visits; etc.

-We got new furniture from Center for Law and Justice; they were giving it away.

-Queuing Metrics: we had 3000 students in fall in first two weeks; mostly about financial aid. Now, we are trying to deal with financial aid in advance of beginning of semester.

-Surveys: 11% still didn't feel their issues were addressed; but many liked it a lot. They wonder why many of our systems take days to update (vs. bank deposits which show up immediately).

-Our staff mostly like the new systems.

Q: is part of mission helping students transition into workforce?

A: We are not career center, but we can connect them to Run for Success. We also helped students who were on government furlough.

Whatever the question – if you have with a student -- call 1766 ext. 1. They will send caller to the right place.

We're doing our best to get rid of the Rutgers Runaround/ RU Screw! It will probably take another year or so, but that is the goal.

We want to link it more with academic advisors/ more cross training with academic advisors.